

## Send and Receive Instant Messages

With Office Communicator, you can start an instant messaging session with a single contact, with multiple contacts, or with a group.

### Send an Instant Message

You typically start an instant messaging session by double-clicking a contact name in the Contact List.

#### Send an instant message

In the Contact List, double-click a contact, type a message, and then press ENTER.

#### Add an emoticon

Place the mouse pointer where you want to add the emoticon, click the emoticon button, and then select the emoticon.

#### Send an instant message to a group

Hold the CTRL key and select multiple contacts. Right-click the last contact, and then select **Send an Instant Message** or press ENTER. You can also right-click a group, then click **Send an Instant Message**.

### Receive an Instant Message

When a contact sends you an instant message invitation, you see an instant message invitation alert in the bottom right corner of your computer screen.

#### Receive an instant message

To accept an instant message invitation, click the left pane.

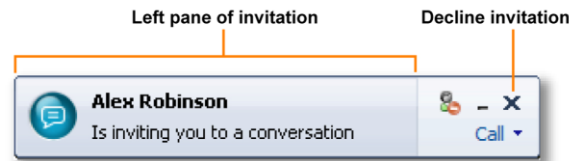
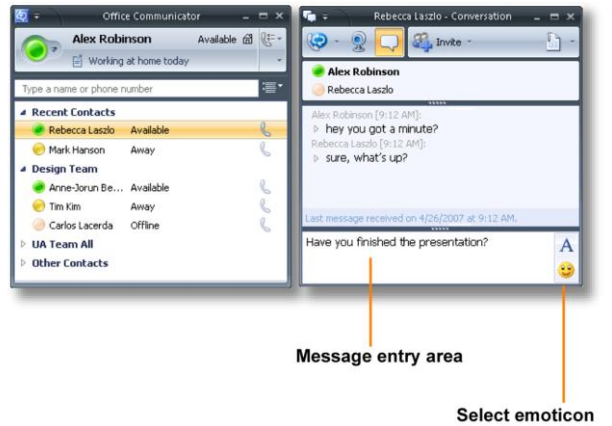
#### Set your status to Do Not Disturb when you receive an invitation

Click the **Do Not Disturb** button, and then click **Set Status to Do Not Disturb**. You typically use this feature when your status shows you as available, but you are in an unscheduled meeting or an important conversation. The new presence status lasts until the beginning of the next hour.

**PRINT SETTINGS** For best results, set printer options to: Paper Size: **Legal (8.5 x 14")** / Orientation: **Landscape**  
2-sided printing options: **Two-sided, flip on short side**

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## Microsoft Office Communicator 2007

### Quick Reference Card for Contact Management, Presence, and Instant Messaging

### Get Started with Contact Management, Presence, and Instant Messaging

In this Quick Reference Card, you will find the tasks most commonly performed when managing contacts, managing your presence information, and contacting others. You will discover how to:

- Quickly determine if a person is available and willing to be contacted.
- Get additional details about a contact, such as the contact's mobile phone number, schedule, and location.
- Manually change your presence state. For example, changing to **Do Not Disturb** when you want to limit interruptions.
- Control access to your presence information, such as your mobile and home phone numbers, by setting Access Levels.
- Determine the best way to contact others based on their presence state.
- Send and receive instant messages to a single contact, to multiple contacts, or to a group.

#### Where to find more information

For more detailed information, visit the following sections of Office Communicator 2007 online Help. (Click the Menu button, click **Help**, and then click **Microsoft Office Communicator Help**.)

- Managing Your Contacts and Contact List
- Presence
- Sending and Receiving Instant Messages
- How to Contact Others

### Manage Your Contacts and Contact List

Your Contact List is a list of co-workers, family, and friends with whom you communicate most often. When you first install Communicator, you must build your Contact List.

#### Search for someone

Type a person's name or e-mail address in the Search box.

#### Add a person or distribution group to your Contact List

Type the person or distribution group's name in the Search box, and then drag the name from the Search Results box to the Contact List.

#### Add a contact outside your company

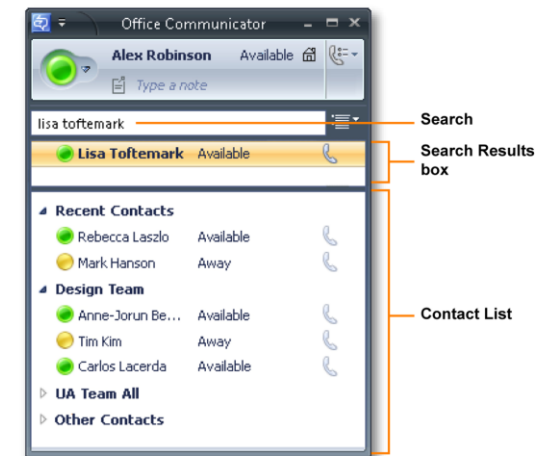
To add a public instant messenger (IM) contact from AOL, Yahoo Messenger, MSN Messenger, or Windows Live Messenger Service, or a federated contact (a contact whose company is federated with your company), type the person's e-mail address in the Search box, and then drag the name from the Search Results box to the Contact List. (To add a public IM contact, your organization must be configured for public IM connectivity. Contact your system administrator for more information.)

#### View a contact's Contact Card

Click the contact's Presence button.

#### Create a custom group

In the Contact List, right-click a group name, select **Create New Group**, type a name for the group, and then press ENTER. To add contacts to the group, drag them from an existing group or from the Search Results box.



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## Customize Your Presence Information

Office Communicator provides a full set of personal presence attributes that you can customize and make available to other contacts to help them communicate with you. As shown in this illustration, presence attributes include your presence status, your location, and a personal note.

### Add and publish phone numbers

In the Office Communicator Title bar, click the Menu button, click **Tools**, click **Options**, and then click the **Phones** tab. Click the button for the phone number you want to add. Enter the phone number and then click **OK**. Check the **Publish this phone number** box to make the number visible to others. After you add the phone number, you should change Access Levels for those contacts with whom you want to share your phone number. See “Control Access Levels to Your Presence Information” on this card for more information.

### Manually change your presence status

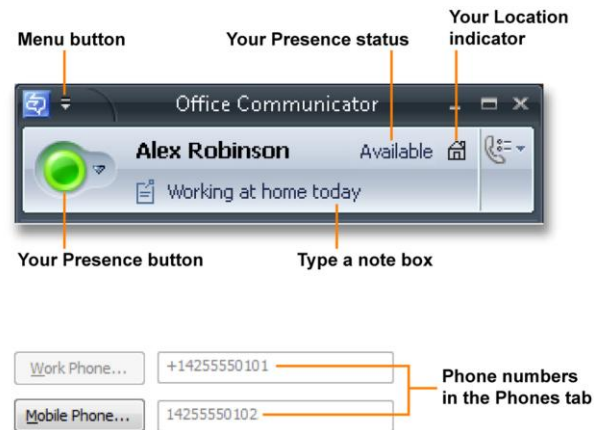
Click your Presence button and then select a state.

### Set your location

Click your Presence button, point to **Current Location**, and then select a location or create a new location.

### Create a note

Click in the **Type a note** box, and then enter a note. Click outside the box when you are done.



## Your Presence Information and Access Levels

Each Communicator contact, including you, has a full set of presence attributes that describe availability, activity, and willingness to be contacted. Presence attributes also include contact information such as phone numbers, personal notes, and location. The amount and type of presence information that you make available to others is controlled by Access Levels. For example, when you assign a contact to the Team Access Level, that contact has access to your mobile phone number, calendar “free or busy” information, and your location, as shown in this table.

Presence Information	Access Levels				
	Block	Public	Company	Team	Personal
Offline Presence	•				
Presence		•	•	•	•
Display Name	•	•	•	•	•
Email Address	•	•	•	•	•
Title*		•	•	•	•
Work Phone*			•	•	•
Mobile Phone*				•	•
Home Phone*					•
Other Phone*					•
Company*		•	•	•	•
Office*			•	•	•
Work Address*			•	•	•
SharePoint Site*			•	•	•
Meeting Location				•	
Meeting Subject				•	
Free Busy			•	•	•
Working Hours			•	•	•
Endpoint Location				•	•
Notes (Out of Office Note)			•	•	•
Notes (Personal)			•	•	•
Last Active				•	•

\*If these attributes are defined in Microsoft Active Directory, they are visible to all contacts in your company, regardless of Access Level. They are also visible to federated contacts, depending on the assigned Access Level. They are not visible to public instant messaging contacts.

## Communicate with Your Contacts

Each contact in your Contact List has a Presence button and a status text string that reflects his or her availability and willingness to be contacted. You can use the status indicated by the Presence button to determine which mode of communication is best suited for connecting with the contact. Office Communicator provides a variety of communication options. For example, you can double-click the contact to start an IM session, click the Call button for one-click calling, or click the Presence button for additional contact details or communication options.

### Determine if a contact is available

View the contact’s Presence button and status.

### View a contact’s Contact Card

Click the contact’s Presence button.

### View ways to communicate with a contact

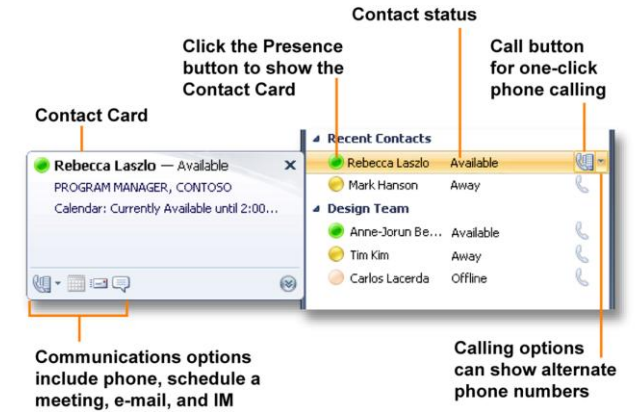
Right-click the contact in the Contact List.

### View phone calling options

Click the arrow to the right of the Call button associated with the contact.

### Get notified when a contact’s availability changes

In the Contact List, right-click the contact, and then click **Tag for Status Change Alerts**. When the contact’s status changes, you receive an alert on your desktop.



## Control Access to Your Presence Information

With Office Communicator, you use Access Levels to control the presence information that others see. For example, you probably have a short list of co-workers who you want to have access to your mobile phone number. To make your mobile phone number available to a contact, assign the contact to a **Team** or **Personal** Access Level.

### Switch to Access Levels view

Click the **Change view** button and then click **Access Levels**.

### Change a person’s Access Level

Right-click a contact’s name, click **Change Level of Access**, and then select a level. You can also drag a contact into an Access Level group if you are viewing the Contact List by Access Levels.

### Block a person from contacting you

In the Contact List, right-click a contact’s name, click **Change Level of Access**, and then select **Blocked**.

### Create a list of contacts who can interrupt you

Switch to the Access Levels view, and then drag the contacts who you want to be able to interrupt you while your presence is set to **Do Not Disturb** into the **Team** Access Level.

